<div align="center">

CIO Council Meeting Minutes
May 25, 2005
Department of Administration, ABC Conference Room

</div>

Attendees:
Members: Randy Barnes (DOR), Julie Batchelor (OSC), Larry Brewer (DOI), Bob Brinson (DOC), Dan Kempton (Ind.Commission), Mike Johnson for Jae Kim (DCR), Nancy Lowe (DJJDP), Ben McLawhorn (OSC), Anita Ward (OSP), and Gary Zeller (Agriculture),

Other Agency Guests: Kathy Austin (FRD/GA), Bill Kurdys (DOC), Jameson Marks (OSC), and Mark Puakke (DHHS).

ITS: Billy Willis and Wendy Kuhn.

Vendors: Danny Berrier (Sun Microsystems), Kevin Bromberg (Oracle), Larry Free (Gartner), Carolyn Hendricks (OSSID), David McCall (TEKsystems), Ed Pratt (HCS Systems), Keith Werner (CIBER), and Joanne Wise (OSSID),

May 25, 2005 Scribe: Randy Barnes, Department of Revenue

Welcome/Comments: Bob Brinson, chair, called the meeting to order at 10:05am and welcomed everyone.

Minutes: The minutes of the last meeting were approved without change.

IWISE Update: Wendy Kuhn provided an update on the status of the iWise implementation at ITS. iWise is scheduled to go live June 1 (next week). Training has been occurring for ITS staff. Wendy asked that you bear with ITS and the Customer Support Center (CSupport C) during the initial transition period while staff get used to the new system. If you have concerns during this transition, please call Wendy. iWise is very flexible and has much more functionality than Vantive. It also includes a knowledge management database that should be helpful. iWise will be used for the Disaster Recovery test. The Board of Election will also be implementing iWise in June. DHHS and DENR are expected to begin using the product in July. Vantive will continue to operate with the old tickets…they will not be converted.

ITS will be providing a service offering for the use of the iWise product. The cost recovery model will be similar to a subscription rate and will most likely be based on the number of tickets opened on an annual or quarterly basis. The plans for this are still being finalized. ITS also plans to offer first line support for other agencies (initial help desk calls/first call answer service) in the future

Nancy Lowe asked if the fee structure for the Help Desk service had been established and Wendy stated that they were still working on it.

Larry Brewer asked how ITS would know to whom to forward the ticket if they took the first level call. Wendy clarified that the agency would define how calls should be routed and that all of the routing requirements would be defined in iWise.

The iWise system will be web-enabled and will allow users to check on the status of their tickets. Users can continue to call in their tickets to the CSC but information will be forthcoming on how we can establish a ticket via email. Wendy also reported that IWISE has great notification features, such as email, an "inbox", and automatic paging.

Statewide Business Infrastructure Project (SBIP): Julie Batchelor gave an update on the SBIP initiative. The HR/Payroll phase is concluding its planning efforts, with focus currently on the budget process. They are continuing to look at process improvements (with assistance from Deloitte) that can occur within the agencies and OSP ahead of the automation. Deloitte will be working with the payroll users group and will be working on policy development for this group. The MS Powerpoint presentation from the CIO briefing on 5/23/05 will be sent to everyone. The next steps are to complete the RFP and hopefully have an implementor on board this fall (2005).

The Enterprise Datawarehouse component of SBIP has three phases: Feasibility/prototype, planning and implementation. OSC has talked with DOR about participating in the feasibility phase but their requirements were too large. OSC is now talking with OSP about possibly doing a prototype on work force analysis and are determining the needs assessment and business case.

SAS Licenses: Billy Willis talked about the SAS Enterprise license that ITS has acquired. There are 7 licenses and the software is licensed by "machine", not processor. For instance, the SUN E25K would only use one license, regardless of the separate partitions or applications that might be set up on that machine. ITS is working on the cost recovery model now. This would be a low cost way to get into analytics and datawarehouse options.

Career Banding: Bob Brinson reported that Don Nattress could not be present for the meeting due to a conflict but he did provide a statement. The IT conversion to career banding has been extended until October 2005. Any agency that has not completed the competencies evaluations, etc., will be rolled over by OSP according to the existing titles. OSP would like to avoid doing this if possible. If anyone has questions that cannot be answered by their agency's HR department may contact Dan Nattress or Pam Bowling.

Other Business: Billy Willis gave a high level overview of some organizational changes at ITS. Enterprise project management has been added to Gary Alexander's staff, including a PM for the ESAP implementation. The Security staff was reorganized several weeks ago to correct issues with split responsibilities between the enterprise and ITS operations. Mike Singletary, Katherine White and the BCP/DR staff will focus on policy management, and will work for Tom Runkle. Ann Garrett will report to Billy Willis and Tim Brown, and the serious security "spooks" will work for her. The group also includes security staff from Telecommunications Services and Computing Services centralized under Bill Shipp. Their responsibilities will include vulnerability assessment, patch management, intrusion detection,

etc. ITS will provide network and security engineers that will provide 24x7 3rd level support…when staffing is complete. Ann will be responsible for security for all platforms and environments and she is still the Chief Info Security Officer.

Billy also reported that last weekend 100+ NCWise servers were migrated from DPI to ITS, with everyone up and running on Monday morning. Great job among DPI, ITS, IBM and HCS.

Nancy Lowe asked Billy to clarify the expectation of ITS for the agencies regarding the new ISO policy recommendations. Billy recognizes that there are a lot of policies but that the implementation has been lagging because of limitations within the agencies. The first step in helping this situation is the MPLS/ESAP effort. ESAP expended $1.5M on infrastructure. As we move forward, the investment will help close the gap. Nancy is concerned that there will be an expectation, especially of smaller agencies, to develop all the agency specific ISO standards. Billy indicated that maybe ITS can help tailor the policy framework so that it will allow agencies to adopt the standards without redundant work. In the past the process was to develop policy and then dump them on the agencies to implement. He agreed that the policy staff should be there to help get the framework right.

Randy asked about the changes to the subscription rates and the basis of the model for determining the rate. Billy explained the rationale behind the change, to get the cost of overhead out of the various services and into a more true subscription. Randy explained that she understood and supported the subscription approach but was concerned with the use of the OSC IT Expenditure report as a basis for the pro-ration. Jonathan Womer explained that they had to use something documented and this was the best they had. There will be no DIRECT budget reduction to agencies if the net result of the subscription is a decrease in costs to ITS and those agencies that might have an increase in costs will also have an increase in appropriation to offset it (hold harmless).

Gary Zeller announced that he is retiring in August and that this may be his last meeting. His position will be posted soon.

Bob Brinson announced that Bill Kurdys will be retiring at the end of June.

Bob will be soliciting a volunteer to handle Council elections via email. The Chair and Vice-Chair will be elected first and then the planning committee members.

Bob reported that Jae Kim's brother passed away unexpectedly and the council wishes to express its condolences to Jae and his family.

Adjournment: The May 25, 2005 meeting adjourned at approximately 11:25 am. The next meeting will be June 29, 2005 at 10:00 at the Albert Coates Local Government Building.